

Microsoft NetMeeting features

Microsoft NetMeeting gives people around the world a whole new way of talking, meeting, working, and sharing over the Internet. Using NetMeeting, you can:

{button ,JI(` >moreinfo', `CALLI
NG')} Place calls to
anyone using the Internet
or an intranet

{button ,JI(` >moreinfo', `audio'
)} Talk to someone over
the Internet or an intranet

{button ,JI(` >moreinfo', `MNM_
video')} See the person
you are calling

{button ,JI(` >moreinfo', `share'
)} Work with others in an
application

{button ,JI(` >moreinfo', `white
board')} Use the
Whiteboard to sketch in an
online meeting

{button ,JI(` >moreinfo', `speed
dial')} Check your
SpeedDial list to see which
of your contacts are logged
on

{button ,JI(` >moreinfo', `chat'
)} Send typed messages
in Chat

{button ,JI(` >moreinfo', `MNM_
webcalls')} Create a call
link for other people to call
you from your Web page

{button ,JI(` >moreinfo', `sendfi
le')} Send files to
everyone in a meeting

Placing calls

You can use NetMeeting to call people at other computers over an intranet or over the Internet. You can reach them if they have NetMeeting or most standards-based conferencing software.

{button ,AL("a-conf-call;a-conf-call-accept;a-conf-auto-accept;a-conf-uls")} Related Topics

Talking to someone over the Internet

For Internet conversations, you must make sure your computer:

- Contains a sound card and is connected to a microphone and speakers. The sound card can be full-duplex or half-duplex.
- Is connected using the TCP/IP protocol.

Note

- Although several people may be in a meeting, you can use the audio and video features of NetMeeting with only one person at a time.

{button ,AL("A-CONF-AUDIO-SPEAKER-VOL;A-CONF-AUDIO-MIKE-VOL;A-CONF-BACKNOISE-MANUAL;a-conf-switch-audio") } Related Topics

With a full-duplex sound card, your microphone and speakers can work at the same time.

With a half-duplex sound card, your microphone and speakers can't work at the same time. Your speakers cannot play sound while your microphone is transmitting, nor can your microphone transmit while your speakers play sound.

Seeing the person you are calling

You can use NetMeeting to send a video image of yourself or of an item under discussion. You need either a video-capture card and camera or a camera that supports Video for Windows. You can receive video even if you do not have any video equipment.

{button ,AL("A_CONF_VIDEO_SENDING;a-conf-switch-video;a_conf_adjust_video;a_conf_video_receive")} [Related Topics](#)

Working with others in an application

While using NetMeeting, you can open one of your applications and share it so that other people in the meeting can see it as you work. You can also allow others in the meeting to work in your application (called collaborating).

{button ,AL("a-conf-share;a-collaborate;a-CONF-get-control")} [Related Topics](#)

Using the Whiteboard

When you collaborate in a shared application, only one person can control the cursor at a time. Occasionally, you need a meeting environment in which everyone can work at once. The Whiteboard is the answer—it enables online meeting participants to draw and type simultaneously and see the results.

{button ,AL("A-CONF-WB-GRAB-AREA;A-CONF-WB-ZOOM;A-CONF-WB-HIGHLIGHT;A-CONF-WB-DRAW;A-CONF-WB-TEXT")} [Related Topics](#)

Checking your SpeedDial list

Your SpeedDial list of friends and associates provides status on which people in the list are currently logged on.

Sending typed messages in Chat

Chat enables online meeting participants to send typed messages to each other in real time. When one person in a meeting runs Chat, it appears on everyone's screen. Since only two people can use audio and video at a time, Chat can be especially useful when several people are in a meeting.

{button ,AL("a-conf-chat;a-conf-message-send;a-conf-message-format")} [Related Topics](#)

Creating a call link

You can put a link in a Web page that lets people who use NetMeeting call you.

{button ,AL("A_CONF_CREATE_WEBLINK")} [Related Topics](#)

Sending files

You can send a file to all the people in your meeting by just dragging the file onto their names in the **Current Call** list.

Navigating in NetMeeting

Clicking the navigation icons in the left bar changes the NetMeeting screen so that you can do various tasks. This table gives you an overview of navigating in NetMeeting.

To do this

View the selected directory server and double-click a name to place a call.

View the list of contacts you want to have available for quick calling.

See a list of the people you are currently in a call with. Video images are displayed for you and your primary caller (if you have video cameras).

View the names of your callers, your responses to calls (accepted or ignored), and the time each call was received. Call a person in the **History** list by double-clicking the person's name.

Click this



{button ,AL("A-CONF-CHANGE-ULS;a-conf-logon-server;a-conf-create-speeddial;a-conf-history")} [Related Topics](#)

Finding someone to call

You typically look on a directory server for people to call. The **Directory** list, however, contains only the people who:

- Are connected to the selected server
- Have chosen to display their names
- Belong to the selected category (such as personal or business)

If the person you want is not listed on the selected server (try refreshing the list first), you can connect to other servers. If a person is not listed on any directory server, you can send e-mail (or telephone) to let him or her know that you want to have a meeting, or you can explore alternative ways to connect, such as by using a computer name or an IP address. If the directory servers are not available for some reason, you can also use the Web Directory.

If you are using NetMeeting over a local area network (LAN), your directory server might not be in the **Server** list. For more information, contact your network administrator.

The following are strategies for finding a name on a directory server:

{button ,JI(``,`CONF_UPDATE_LIST`)} [Updating the directory list](#)

{button ,JI(``,`CONF_VIEW_SERVER`)} [Viewing a different directory server](#)

{button ,JI(``,`CONF_FILTER_DIRECTORY`)} [Narrowing down the list of names you see](#)

{button ,JI(``,`CONF_WEB_DIRECTORY`)} [Browsing the Web directory](#)

{button ,JI(``,`CONF_ARRANGE_DIRECTORY`)} [Arranging the list of names in the directory](#)

{button ,AL("a-conf-call;a-conf-answer")} [Related Topics](#)

To view a different directory server

- ▶ At the upper right of the **Directory**, click the server you want in the **Server** list.

Note

- As you view different directory servers, the directory server you are logged on to does not change, as you can see at the right end of the status bar.

{button ,AL("a-conf-logon-server")} [Related Topic](#)

To update the directory list

▶ On the toolbar, click the **Refresh** button to display all the people in the selected category who are currently logged on to the directory server.

Tip

- To stop opening or refreshing the directory list, click the **Stop** button on the toolbar.

To browse the Web directory

- ▶ On the **Call** menu, click **Web Directory**.

This connects you to the World Wide Web. The Web Directory contains the same information as the **Directory** in NetMeeting and is useful if you cannot connect to a directory server for some reason.


To narrow down the list of names you see


- ▶ At the upper left of the **Directory**, click the group in the **Category** list that you want to display.
- The first group in the list consists of the other people in your category.
- The next four groups narrow down that category in different ways.
- **All** shows you everybody who is logged on to the directory server.
- The remaining groups consist of people who are in categories other than yours.

{button ,AL("a-conf-modify-ratings")} [Related Topics](#)


To arrange the directory lists in Directory and Current Call

▶ In the **Directory** or **Current Call** lists, click the heading of the column you want to arrange either in alphabetic order or according to the following characteristics:

▪  means that the person is in a call. (**Directory** only)

▪  indicates whether that person has a microphone and speakers.

▪  indicates whether that person has a video camera.

▪  indicates whether a person is using a conferencing program, such as NetMeeting, that allows for sharing applications, using the Whiteboard or Chat, and sending files. (**Current Call** only)

{button ,AL("a-conf-filter-directory;a-conf-icon-table")} [Related Topics](#)

Changing your listing in the directory

The following are various ways of changing your directory listing:

{button ,JI(`,`CONF_CHANGE_MYINFO')} [Changing your directory information](#)

{button ,JI(`,`CONF_MODIFY_RATINGS')} [Changing your category in the directory list](#)

{button ,JI(`,`CONF_REMOVE_ULS')} [Removing your name from the directory server list](#)

{button ,JI(`,`CONF_LOGON_SERVER')} [Logging on to or off from the directory server](#)

{button ,JI(`,`CONF_CHANGE_ULS')} [Changing the directory server you are automatically logged on to when you start NetMeeting](#)

To change your directory information

- 1 On the **Call** menu, click **Change My Information**.
- 2 In **My Information**, edit the information about yourself.

Notes

- Please make sure that the information you enter is in keeping with the user category you choose.
- For Help on an item, click  at the top of the dialog box, and then click the item.

To change your category in the directory list

- 1 On the **Call** menu, click **Change My Information**.
- 2 In **My Information**, click **For personal use**, **For business use**, or **For adults-only use**.

Note

- Personal and business users are able to view each other's entries in the directory list. Everyone can see everybody by clicking **All** in the **Category** list in the **Directory**.

{button ,AL("a-conf-filter-directory")} [Related Topic](#)

To remove your name from the directory

- 1 On the **Tools** menu, click **Options**.
- 2 In **Calling**, select the following check box: **Do not list my name in the directory**.

Note

- Not listing your name is like having an unlisted phone number. Your name does not appear in the directory when you are logged on to the directory server. You can receive calls, but the caller has to know your address to call you.

To log on to or off from a directory server

- On the **Call** menu, click **Log Off From [your directory server]** or **Log On To [your directory server]**.

Note

- By default, you are logged on to a directory server when NetMeeting starts. You can change the default directory server.

{button ,AL("A-CONF-CHANGE-ULS")} [Related Topic](#)

To change the default directory server you log on to

- 1 On the **Tools** menu, click **Options**.
- 2 On the **Calling** tab, type or select the directory server name in the **Server name** list.

Note

- You can also view different directory servers without logging on to a different server or changing your default server. In the **Directory**, click a different server in the **Server** list. Notice that as you view different directory servers, the status bar indicates that you are still logged on to the same one.

To place a call

- In the **Directory**, **SpeedDial**, or **History**, double-click the name of the person you want to call.

NetMeeting uses audio, video, and data features by default, although you must have the necessary audio and video hardware to take advantage of this. A person can have an audio or video connection with only one other person at a time. You can switch your audio or video connection from one person to another, and in the same meeting there can be several pairs of people who have audio or video connections.

If you prefer another method of calling, you can try the following:

{button ,JI(`,`CONF_CALL_LAN') } [Placing a call on a local area network](#)

{button ,JI(`,`CONF_CALL_START_BUTTON') } [Placing a call from the Start menu](#)

{button ,JI(`,`CONF_CALL_NULLMODEM') } [Placing a call by using a null-modem cable](#)

{button ,JI(`,`CONF_CALL_AUTOMATIC') } [Placing an automatic call](#)

{button ,AL("a-conf-uls") } [Related Topics](#)

Placing a call on a local area network

NetMeeting supports two commonly used local area network (LAN) protocols. The procedure for placing a call varies slightly for each. If you're not sure which you use, contact your system administrator.

{button ,JI(`,`CONF_LAN_TCPIP')} [TCP/IP protocol](#)

{button ,JI(`,`CONF_LAN_NetBIOS')} [NetBIOS protocol](#)

To place a call by using the TCP/IP protocol

- 1 On the toolbar, click the **Call** button.
- 2 Type the e-mail name a person uses in the directory server, the computer name, or the computer's IP address.
- 3 In the **Call using** list, click the name of the protocol you want to use on your local area network (LAN).

Notes

- In Windows 95, you can find out your computer's IP address by clicking the **Start** button, clicking **Run**, and then typing **winipcfg** in the **Open** box. In Windows NT, you can get your IP address by typing **ipconfig** at the command prompt.
- If the protocol you want does not appear in the **Call using** list, you need to add it to the list of available protocols.

{button ,AL("a-conf-set-modem-protocol")} [Related Topic](#)

To place a call by using the NetBIOS protocol

1 On the toolbar, click the **Call** button.

2 Type the computer name (not a person's name).

The computer name must be typed correctly because NetBIOS protocols use case-sensitive computer addresses (that is, a lowercase "a" is not the same as an uppercase "A").

3 In the **Call using** list, click the name of the protocol you want to use on your local area network (LAN).

Notes

- A NetBIOS connection sends data only, not audio or video.
- If the protocol you want does not appear in the **Call using** list, you need to add it to the list of available protocols.

{button ,AL("a-conf-set-modem-protocol")} [Related Topic](#)

To place a call from the Start button

- 1 Click the **Start** button, and then click **Run**.
- 2 Type:

callto:*servername / e-mail address*

For example, if you were calling someone@microsoft.com, who is logged on to ils.microsoft.com, you would type: **callto:ils.microsoft.com/someone@microsoft.com**

Tip

- If the person you are calling is logged on to the same server as you are, you may need to use only his or her e-mail address—for example: callto:someone@microsoft.com

To place a call by using a null-modem cable

- 1 On the toolbar, click the **Call** button.
- 2 In the **Address** list, type the name of the port that the null-modem cable is connected to—for example, COM1.
- 3 In the **Call using** list, click **Null Modem**.
If **Null Modem** does not appear in the **Call using** list, you need to add it to the list of available protocols. For more information, see Related Topics below.
- 4 The computer being called must now place a null-modem call to the caller by following steps 1 through 3.

Important

- The communication port properties (bits per second, data bits, parity, stop bits, and flow control) must be set to the same values on both computers. Flow control is especially important because Windows 95 and Windows NT have different default values for flow control. To learn how to set these values, see Related Topics below.
- The amount of time the second caller has in which to respond is specified in the Communication for Protocol Properties dialog box. On the **Tools** menu, click **Options**; then, on the **Protocols** tab, select the **Null Modem** check box, and then click **Properties**.

{button ,AL("a-conf-call-cancel;a-conf-set-modem-protocol")} [Related Topics](#)

To place an automatic call

- 1 On the toolbar, click the **Call** button.
- 2 In the **Address** list, type the e-mail name a person uses in the directory server, the computer name, or the computer's IP address.
- 3 If you want NetMeeting to determine the correct protocol to use, based on the address you entered in the **Address** list, click **Automatic** in the **Call using** list.

Tip

- In Windows 95, you can find out your computer's IP address by clicking the **Start** button, clicking **Run**, and then typing **winipcfg** in the **Open** box. In Windows NT, you can get your IP address by typing **ipconfig** at the command prompt.

To accept a call

- When someone calls you, a dialog box appears near the taskbar. To accept the call, click **Accept**. To reject an incoming call, click **Ignore**.

Notes

- To stay logged on to the directory server, but not be available for calls, click the **Call** menu, and then click **Do Not Disturb**.
- You can also automatically accept calls.

{button ,AL("a-conf-auto-accept")} [Related Topic](#)

To automatically accept calls

- 1 On the **Tools** menu, click **Options**.
- 2 On the **General** tab, select the **Automatically accept incoming calls** check box.

Tip

- If you want to screen your calls, make sure the check box is not selected. You will be notified of each incoming call.

To send e-mail if your call does not connect

- 1 If your call does not go through, NetMeeting asks whether you want to send an e-mail message instead.
- 2 If you click **Yes**, an e-mail message opens that is addressed to the person you were attempting to call.
- 3 Make sure the message is correctly addressed, type your message, and then send it.

Note

- You will also be prompted to leave an e-mail message if the person you are calling has selected **Do Not Disturb** on the **Call** menu.

To end a call

- At the end of a call, click the **Hang Up** button on the toolbar.
- or
- To discontinue a call before you connect, click the **Call** menu, and then click **Stop Placing Call**.

Note

- When you hang up, others in the meeting are not necessarily disconnected from each other. If two people in the meeting have an audio or video connection, their connection will continue. If someone has called you in the meeting, his or her connection is maintained as long as yours is. When you leave the meeting, or are disconnected from it, that person is disconnected also.

To select the protocols NetMeeting can use

- 1 On the **Tools** menu, click **Options**.
- 2 On the **Protocols** tab, select the check box next to each protocol you want to use.
- 3 If applicable, click the **Properties** button to specify the properties of the protocol you have chosen.

Note

- To set the communication port properties for a null modem cable, select the **Null Modem** check box, click **Properties**, and then click **Com Port Properties**. These properties must be set to the same values on both of the computers involved in a null-modem call.

To manually add names to your SpeedDial list

By default, the names of the people who accept your calls and those whose calls you accept are automatically added to your SpeedDial list. If you want to add more names (or have changed the default setting), you will need to manually add names to your SpeedDial list.

- 1 In **Directory**, **Current Call**, or **History**, click the name you want to add to your list.
- 2 On the **SpeedDial** menu, click **Add SpeedDial**.

Tip


- You can put a SpeedDial someone has sent you in your SpeedDial folder within the NetMeeting folder. This adds it to your SpeedDial list.

{button ,AL("a-conf-change-speeddials;a-conf-call;a-conf-uls")} [Related Topics](#)

To change your SpeedDial settings

- 1 On the **Tools** menu, click **Options**.
- 2 On the **Calling** tab, change the settings as needed.

Notes

- For Help on an item, click  at the top of the dialog box, and then click the item.
- If you click **Never**, names will not be added automatically to the list and you will need to do so manually.

{button ,AL("a-conf-create-speeddial")} [Related Topic](#)

Making it easy for someone to call you

You can make your address handy for your friends and colleagues by:

{button ,Jl(``,`CONF_SEND_SPEEDDIAL`)} [Sending someone a SpeedDial for your computer](#)

{button ,Jl(``,`CONF_CREATE_WEBLINK`)} [Creating a call link on a Web page](#)

To send someone a SpeedDial for your computer

- 1 On the **SpeedDial** menu, click **Add SpeedDial**.
- 2 Type your computer's address, and then select the protocol you want people to use to call you.
- 3 Click **Send to mail recipient**. This opens a mail message that includes your computer's address.
- 4 Make sure the message is correctly addressed, type your message, and then send it.

Tips

- To have a SpeedDial to your own computer handy for sending to people, you can click **Save on the desktop** after step 2. Then, to send a message, just right-click the shortcut on the desktop, point to **Send To**, and then click **Mail Recipient**.
- You can put a SpeedDial someone has sent you in your SpeedDial folder within the NetMeeting folder. This adds it to your SpeedDial list.

To create a call link on a Web page

- In the HTML (Hypertext Markup Language) source code for the Web page, use this syntax:
callto:servername/e-mail address
For example, to place a call link on your Web page, you could type text similar to the following:
Call me using Microsoft NetMeeting at
**uls.microsoft.com/
someone@microsoft.com.**

Meeting with people

You can meet with people by:

{button ,Jl(`,`CONF_JOIN_MEETING') } Joining a meeting already underway

{button ,Jl(`,`CONF_CONFHOST') } Hosting a meeting and having people call into it

{button ,Jl(`,`CONF_JOIN_NAMED_MEETING') } Joining a named meeting that is set up on a special server

To join an existing meeting

- Call any participant in the meeting.

Note

- If you call a participant in the meeting, your connection is maintained as long as that person's connection is. When he or she leaves the meeting, or are disconnected from it, you are disconnected also.

{button ,AL("a-conf-call")} [Related Topic](#)

To host a meeting

- 1 Notify potential meeting participants of the time of your meeting so they can call you.
- 2 At the meeting time, click the **Call** menu, and then click **Host Meeting**.

Tips

- You could include your SpeedDial when you notify people of the meeting to make it easy for them to call you.
- You can set up the meeting so that you screen callers.

{button ,AL("a-CONF-auto-accept;a-conf-send-speeddial")} [Related Topics](#)

To join a named meeting

- 1 On the toolbar, click the **Call** button.
- 2 Type the network address of the person holding the named meeting.
- 3 In the **Call using** list, click the name of the protocol you want to use.
- 4 Select the **Join the meeting named** check box, and then type the name of the meeting.

Notes

- A named meeting is a service provided by a third party, often a telephone company or a teleconferencing company.
- The names of some conference bridges (servers) are case-sensitive, so when you place the call you may need to type the meeting name using the same capitalization as appears on the bridge.

To remove a caller from a meeting

- In the **Current Call** list, right-click the name of the caller you want to remove from the meeting, and then click **Remove**.

Only the person who initiated the call or meeting can remove a caller from the meeting.


To customize NetMeeting

You can customize NetMeeting in various ways—how it starts, the way it looks when it opens, or whether it displays the quick-access toolbar.

- 1 On the **Tools** menu, click **Options**.
- 2 On the **General** tab, change the settings as needed.

If you need to change your audio, video, or other settings, click the other tabs as needed.

Tip

- For Help on an item, click  at the top of the dialog box, and then click the item.

To see a log of each incoming call

- Click **History**. The name of the caller, your response to the call (accepted or ignored), and the time the call was received all appear in the list.
- To place a call from the **History** list, double-click a name in the list.
- To sort the **History** list by name, status, or date, click a column heading.
- If you want to delete an entry in the **History** list, select it, and then click the **Delete** button on the toolbar. You can delete everything in the list by clicking the **Delete All** button.

To run NetMeeting in the background

- 1 On the **Tools** menu, click **Options**.
- 2 On the **General** tab, select the check box named **Run when Windows starts and notify me of incoming calls**.
- 3 Close NetMeeting.

Closing NetMeeting will not affect your logon status on the directory server, and you will receive NetMeeting calls as before. Accepting an incoming call opens the NetMeeting window automatically.

- 4 To manually open NetMeeting, right-click the NetMeeting icon in the status area of the taskbar and click **Open**.

To send a file to other people in the meeting

- On the **Tools** menu, point to **File Transfer**, and then click **Send File** to send the file to everyone in the meeting.

Tips

- You can also drag the file onto the list of people in **Current Call**.
- To send a file to one person, right-click the name of that person in the **Current Call** list, click **Send File**, and then specify the file.

{button ,AL("a-CONF-file-transfer-location")} [Related Topic](#)

To specify where to save files sent to you using NetMeeting

By default, NetMeeting saves files that people send you in the Received Files folder within the NetMeeting folder. You can specify a different folder if you want.

- 1 On the **Tools** menu, click **Options**.
- 2 On the **General** tab, click **Change Folder**, and then open the folder where you want NetMeeting to store the files you will be sent.

To find files sent to you

- On the **Tools** menu, click **File Transfer**, and then click **Open Received Files Folder**.
- **Tip**
 - At the time a file is transferred, a dialog box opens, from which you can open the file.

{button ,AL("a-conf-file-transfer-location")} [Related Topic](#)

Working together in an application during a meeting

If you want several people to work with you in your application, you first open an application and then specify that you want to share it. At that point, everyone in the meeting will be able to see the application, but only you will be able to work in it. This is handy for demonstration purposes.

If you then specify that the application can be used for *collaboration*, anyone in the meeting who also specifies that they want to collaborate will be able to work in the shared application.

The work that is done in the application can be saved or printed only from the computer of the person who shared it. For someone else to obtain a copy of the final document after collaborating, the person who shared it must send the file to the people in the meeting.

The following steps give you the details on working together in a shared application:

{button ,JI(`',`CONF_SHARE')} Sharing your application with other people in the meeting

{button ,JI(`',`CONF_COLLABORATE')} Allowing others to work in your shared application

{button ,JI(`',`CONF_GET_CONTROL')} Working in an application shared by someone else

{button ,JI(`',`CONF_STOP_SHARE')} Stopping application sharing

{button ,JI(`',`CONF_FILE_TRANSFER')} Sending a file

To share an application with other people in the meeting

- 1 When you are in a call, start the application you want to share (for example, Notepad).
- 2 On the NetMeeting toolbar, click the **Share** button, and then click the name of the application.

Other people in the meeting can see your application, but cannot work in it.

Notes

- If you want others to be able to work in the application, you each must choose to collaborate.
- To share an application, you can also click the NetMeeting icon in the status area of the taskbar, and then click the **Share** icon on the quick-access toolbar.

Caution

- If you share an Explorer window, such as My Computer or a folder on your computer, you will be sharing *all* such windows you have open. Also, once you have shared such a window, every application you start while you are still in the meeting will automatically be shared with participants in the meeting.

{button ,AL("a-collaborate;a-CONF-get-control")} [Related Topics](#)

To allow others to work in your shared applications

In order for others to collaborate with you, you must have first shared an application. For more information, see [Related Topics](#) below.

- On the NetMeeting toolbar, click **Collaborate**.

All the people who want to work in the application must also click **Collaborate**. Each participant can take control of the application one at a time by clicking in the window of the shared application.

Notes

- To stop anyone who is currently working in the application you shared, press ESC. This also stops collaboration with everyone in the meeting, but they will be able to watch you work in the application.
- Note that when someone else is in control of a shared application, you will not have the use of your cursor—not only in the shared application, but for any other purpose.
- If a document was created during collaboration and you want everyone to have a copy, you must send the final file to the participants in the meeting.

{button ,AL("a-conf-file-transfer;a-conf-share ")} [Related Topics](#)

To work in an application shared by someone else

- On the NetMeeting toolbar, click **Collaborate**.
The person who shared the application must also click **Collaborate**.

Notes

- You can take control of the application by clicking in the window.
- To collaborate, you can also click the NetMeeting icon in the status area of the taskbar, and then click the **Collaborate** icon on the quick-access toolbar.
- If a document results from this collaboration and you want everyone to have a copy, the person who originally shared the application must send the final file to you.

{button ,AL("a-conf-file-transfer")} [Related Topic](#)

To stop sharing an application

- On the NetMeeting toolbar, click the **Share** button, and then click the name of the application you want to stop sharing.

Notes

- You can stop sharing an application only if you were the person who originally shared it with the other people.
- If you are collaborating and someone else is working in the application you have shared, you must press ESC to get control of the cursor so that you can click the **Share** button.

To exchange information via the Clipboard

- When you are in a meeting, anything you cut or copy to the Clipboard can be pasted by anybody in the meeting into applications on their computers. The Clipboard is always shared once you are in a meeting, whether or not you are sharing an application.

Caution

- Do not place items on your Clipboard during a meeting that you do not want available to the meeting participants.

To display the quick-access toolbar

The quick-access toolbar is useful when you want to minimize NetMeeting to allow more room for displaying a shared application, the Whiteboard, or the Chat window on your screen, while still having the necessary NetMeeting commands available.

- In the status area of the taskbar, single-click the **NetMeeting** icon.

To send video to other people

- 1 On the **Tools** menu, click **Options**.
- 2 On the **Video** tab, make sure the **Automatically send video at the start of each call** check box is selected.

Or, if you do not want to send video automatically when a call begins, you can start sending video after you are in a call by clicking the button at the bottom of the My Video window.

Note

- A person can send and receive audio and video with only one other person at a time. You can switch from one person to another, or several pairs of people in a meeting can talk to and see each other at the same time.

{button ,AL("A_CONF_VIDEO_RECEIVE;A_CONF_ADJUST_VIDEO;a-conf-switch-audiovideo;a-conf-preview-video")}

[Related Topics](#)

To preview your video image

- Before placing a call, click the button at the bottom of the My Video window to see the image you will send.

The My Video window is in **Current Call**, but may be detached from it.

Note

- If you are previewing when you place or receive a call, video immediately starts being sent.

{button ,AL("a_conf_video_sending")} [Related Topic](#)

To receive video from others

- By default, you receive video automatically in NetMeeting. The other person must be sending video for you to receive it.

If you are not automatically receiving video in a call, click the button at the bottom of the Remote Video window. The Remote Video window is in **Current Call**, but can be detached from it.

Notes

- You can change your settings so that you do not receive video automatically in NetMeeting. To do this, click the **Tools** menu, click **Options**, click the **Video** tab, and then clear the **Automatically receive video at the start of each call** check box.
- A person can send and receive audio and video with only one other person at a time. You can switch from one person to another, or several pairs of people in a meeting can talk to and see each other at the same time.

{button ,AL("a-conf-detach-video;A_CONF_VIDEO_SENDING;A_CONF_ADJUST_VIDEO;a-conf-switch-audiovideo")}


[Related Topics](#)

To adjust video properties

- 1 On the **Tools** menu, click **Options**.
- 2 On the **Video** tab, change the settings as necessary.

To adjust video camera properties, you must be previewing the image in the My Video window. Then on the **Video** tab, click the **Source** button. You can see the changes in the My Video window as you make them.

Notes

- If you make changes to video quality, you can see the changes after you click OK.
- For Help on an item, click  at the top of the dialog box, and then click the item.

{button ,AL("a-conf-preview-video;A_CONF_VIDEO_SENDING;A_CONF_VIDEO_RECEIVE")} [Related Topics](#)

To detach the video windows

- On the **Tools** menu, point to **Video**, and then click **Detach My Video** or **Detach Remote Video**.
The video windows move out of their place in **Current Call** and change to the size specified on the **Video** tab in the **Options** dialog box.

Tip

- You can also double-click the video window or drag it by the title bar to detach it.

To switch your audio and video connection to someone else

- On the **Tools** menu, point to **Switch Audio and Video**, and then click the name of the person who you want to receive audio and video.

Anyone in the meeting who already has an audio-video connection to someone else will not be available for you to switch to.

{button ,AL("a-conf-stop-audiovideo")} [Related Topic](#)

To stop sending audio and video

- In **Current Call** on the **Tools** menu, point to **Switch Audio and Video**, and then click the person's name to remove the check mark.

Tip

- You can also stop sending audio and video by right-clicking the person's name in the **Current Call** list, and then clicking **Stop Using Audio and Video**.
- To stop sending video only, click the button at the bottom of the My Video window.

{button ,AL("a-conf-switch-audiovideo")} [Related Topic](#)

To adjust the speaker volume

- On the **Audio** toolbar, drag the speaker slider.

Tip

- To mute the speakers, clear the speaker check box on the **Audio** toolbar.

{button ,AL("a-conf-backnoise-manual")} [Related Topics](#)

To adjust your microphone volume

- In the **Audio** toolbar, drag the microphone slider.

Tips

- To mute your voice while still hearing other voices, clear the microphone check box on the **Audio** toolbar.
- NetMeeting automatically screens out background noise so your voice can be heard clearly.

{button ,AL("A-CONF-BACKNOISE-MANUAL")} [Related Topics](#)

To run the Audio Tuning wizard

- 1 On the **Call** menu, click **Hang Up** to disconnect any NetMeeting calls.
- 2 On the **Tools** menu, click **Audio Tuning Wizard**.
- 3 Follow the instructions on the screen.

Tip

- If you use full-duplex audio and experience poor audio quality, try half-duplex.

To disable full-duplex sound

If your computer has full-duplex sound capabilities, NetMeeting automatically enables full-duplex sound. If you experience poor audio, you may want to disable full-duplex sound.

- 1 On the **Tools** menu, click **Options**.
- 2 On the **Audio** tab, clear the **Enable full duplex audio so I can speak while receiving audio** check box.
Your computer will now be using half-duplex sound.

Note

- If you know that your sound card has full-duplex capabilities, but the **Enable full duplex audio so I can speak while receiving audio** check box is not available, you need to install the full-duplex driver from the manufacturer of your sound card.

To start Chat

- While in **Current Call**, click the **Chat** button on the toolbar.
Everyone in the current meeting can now view and use Chat.

Notes

- If someone is sharing an application in your meeting, it is easier to work with Chat if you are not collaborating with them. This is because you are unable to type information in the Chat window if someone else has taken control of the shared application.
- To chat, you can also click the NetMeeting icon in the status area of the taskbar, and then click the **Chat** icon on the quick-access toolbar.

{button ,AL("a-CONF-share")} [Related Topics](#)

To send a message in Chat

- In the Chat window, type the message you want to send, and then press ENTER.

Tip

- When several people are in a meeting, you can choose to send a message to only one of them (called a whisper) by clicking that person's name in the **Send to** list before pressing ENTER.

To change the way Chat messages are displayed

- 1 To change the font in which messages appear, click the **Options** menu, click **Font**.
- 2 Click the font, size, and style you want, and then click **OK**.
- 3 On the **Options** menu, click **Chat Format**.
- 4 Click the header information and message format you want.

To start the Whiteboard

- While in **Current Call**, click the **Whiteboard** button on the toolbar.
Everyone in the current meeting can now view and use the Whiteboard.

Tip

- To open the Whiteboard, you can also click the NetMeeting icon in the status area of the taskbar, and then click the **Whiteboard** icon on the quick-access toolbar.

{button ,AL("a-conf-wb-lock;a-conf-wb-syncpage")} [Related Topics](#)

To write text on the Whiteboard

- 1 In the Whiteboard toolbox, click the **Text** tool.
- 2 If you want to specify the color, size, or font of the text, click the **Font Options** button at the bottom of the window, make your changes, and then click **OK**.
- 3 Click the Whiteboard at the point where you want the text to start, and then start typing.
- 4 When you're done, click the mouse outside of the text area, or change tools.

To draw a line on the Whiteboard

- 1 In the Whiteboard toolbox, click the **Draw** or **Line** tool.
- 2 To choose the width or color of the line, click a line width or color on the bottom of the toolbox.
- 3 To draw the line, drag the pointer across the Whiteboard.

To draw a shape on the Whiteboard

- 1 In the Whiteboard toolbox, click one of the shape tools: an ellipse or a rectangle, filled or unfilled.
- 2 To choose a line width or color for the shape, click a line width or color on the bottom of the toolbox.
- 3 To draw the shape, drag the pointer across the Whiteboard.

To delete text or an object on the Whiteboard

- 1 In the Whiteboard toolbox, click the **Eraser** tool.
- 2 Click a block of text or drawn object to delete it.

Tip

- To delete individual letters in a text block, click the **Text** tool in the toolbox, and then click the text. You can press DELETE OR BACKSPACE (if you want, you can select the letters first).

To prevent others from making changes to the Whiteboard document

- On the **Tools** menu in the Whiteboard, click **Lock Contents**.

To highlight text or graphics on the Whiteboard

- 1 In the Whiteboard toolbox, click the **Highlight** tool.
- 2 Drag the pointer over the item you want to highlight.

Notes

- If your monitor uses only 16 colors, the highlighting appears behind text or other graphics.
- You can also use the remote pointer (the hand) to point out text or graphics on the Whiteboard page to other people in the meeting.

{button ,AL("A-CONF-WB-REM-POINTER")} [Related Topics](#)

To point out text or graphics on the Whiteboard

- 1 In the Whiteboard toolbox, click the **Remote Pointer** tool.
- 2 Drag the hand-shaped remote pointer to the spot you want to point out on the Whiteboard.

Tips

- To turn off the remote pointer, click the **Remote Pointer** tool.
- To use the remote pointer on a different Whiteboard page, first turn off the remote pointer. Then go to the page where you want to use it, and turn it back on.

To zoom in or out on the Whiteboard

- On the **View** menu, click **Zoom**.

To copy an area of the screen to the Whiteboard

- 1 In the Whiteboard toolbox, click the **Select Area** tool.
- 2 If the Whiteboard Select Area dialog box appears, click **OK**.
- 3 Click a corner of the area you want to capture, and then drag the pointer diagonally toward the opposite corner.
- 4 Click the Whiteboard.

Tip

- You can also copy a specific window on your desktop.

{button ,AL("A-WB-GRAB-WINDOW")} [Related Topic](#)

To copy a window to the Whiteboard

- 1 In the Whiteboard toolbox, click the **Select Window** tool.
- 2 If the Whiteboard Select Window dialog box appears, click **OK**.
- 3 Click the window you want to copy.
- 4 Click the Whiteboard.

To add pages to the Whiteboard

- To insert a new page in front of the current page, click the **Edit** menu in the Whiteboard, and then click **Insert Page Before**.

To insert a new page after the current page, click the **Edit** menu, and then click **Insert Page After**.

Tip

- You can also add a page after the current page by clicking the button at the lower right of the Whiteboard.

To go to different pages in the Whiteboard

- To move among the pages, click the forward or back arrow at the lower right of the Whiteboard.
To go to the first or last page, click the page number you want beside either the forward or back arrow.
To add another page, click the button on the far right.

To view Whiteboard pages that other people cannot see

- On the **Tools** menu in the Whiteboard, click **Synchronize** to remove the check mark.

Typically, everybody in the meeting views the same Whiteboard page at the same time unless you specifically want to look at or work on something out of view of the meeting participants.

To stop someone from working in an application you have shared

- Press ESC.
This ends collaboration and returns control of the cursor to you.

To create a SpeedDial to your own computer

You can create a SpeedDial to your own computer and save it on the desktop to keep it handy for sending to people.

- 1 Select your own name in the **Directory**, and then on the **SpeedDial** menu, click **Add SpeedDial**.
- 2 Click **Save on the desktop**.

You can right-click the shortcut on the desktop to send it.

{button ,AL("a-conf-send-speeddial")} [Related Topics](#)

To send a file to everyone in a meeting

- Drag the file onto the list of people in the **Current Call** list.

To make room on the screen for a shared application

- When working in an application during a meeting, you can minimize the NetMeeting window, and click the **NetMeeting** icon in the status area of the taskbar to access the commands you need for collaborating and sharing.

To run NetMeeting in the background

- If you don't want the NetMeeting window taking up space on the desktop or in the taskbar, you can close it and run NetMeeting in the background. You will receive incoming calls as before. Accepting an incoming call automatically opens the NetMeeting window.

{button ,AL("a-conf-run-in-background")} [Related Topics](#)

To work with others in a meeting and not lose control of your cursor

Occasionally, you need a meeting environment in which everyone can work at once. In that case, Whiteboard is the answer. When you collaborate in a shared application, only one person can control the cursor at a time. Not so in the Whiteboard.

- In **Current Call**, click **Whiteboard** on the toolbar.

Remember that you can copy selections into the Whiteboard from another application by clicking the **Tools** menu and then clicking **Select Area**.

To achieve better performance for application sharing

If you are in a large conference or have a slow connection and have an audio-video connection with another person, you can achieve better performance for activities such as application sharing by pausing your video. That way, the person with whom you have an audio-video connection can still see a still picture of you, but the other NetMeeting features can work more effectively.

You can achieve the best application-sharing performance if there is no audio or video connection, and you use Chat to communicate instead.

- To pause video, click the button at the bottom of the My Video window.

{button ,AL("a-conf-stop-audiovideo")} [Related Topics](#)

To mute your voice while still hearing others' voices

- On the **Audio** toolbar, clear the microphone check box.

This is useful if you want to talk to someone in your office but not have everyone in the meeting overhear you.

To mute your computer's speakers


- On the **Audio** toolbar, clear the speaker check box.

To send a private message in a meeting

- When several people are in a meeting, you can choose to send a Chat message to only one of them (called a whisper) by clicking that person's name in the **Send to** list in Chat before pressing ENTER.

List of icons in Directory and Current Call

This icon Indicates this

- Person is in a call.
- Person has a microphone and speakers.
- Person has a video camera.
-  Person can share applications, run Whiteboard and Chat, and send files.

Accessibility for people with disabilities

Microsoft is committed to making its products and services easier for everyone to use. This section provides information about the following features, products, and services that make Microsoft products more accessible for people with disabilities.

{button ,Jl(` >medium',` winfwkqp')} [Customizing Microsoft Windows](#)

{button ,Jl(`',` deaf')} [Microsoft Services for People Who Are Deaf or Hard-of-Hearing](#)

{button ,Jl(`',` audiodoc')} [Microsoft Documentation in Alternative Formats](#)

{button ,Jl(`',` thirdparty')} [Third-Party Utilities to Enhance Accessibility](#)

{button ,Jl(`',` moreinfo')} [Other Products and Services for People with Disabilities](#)

Note

- This information applies only if you purchased Microsoft products in the United States. If you purchased Microsoft Windows, Windows NT, or Windows 95 outside the United States, your Windows package contains a subsidiary information card listing Microsoft support services, telephone numbers, and addresses. You can contact your subsidiary to find out whether the type of products and services described in these Help topics are available in your area.

Microsoft Services for People Who Are Deaf or Hard-of-Hearing

If you are deaf or hard-of-hearing, complete access to Microsoft product and customer services is available through a text telephone (TTY/TDD) service.

Customer Service

You can contact Microsoft Sales Information Center on a text telephone by dialing (800) 892-5234 between 6:30 A.M. and 5:30 P.M. Pacific time.

Technical Assistance

For technical assistance in the United States, you can contact Microsoft Technical Support on a text telephone at (425) 635-4948 between 6:00 A.M. and 6:00 P.M. Pacific time, Monday through Friday, excluding holidays. In Canada, you can call (905) 568-9641 between 8:00 A.M. and 8:00 P.M. Eastern time, Monday through Friday, excluding holidays. Microsoft Technical Support is subject to Microsoft prices, terms, and conditions in place at the time the service is used and is subject to change.

Third-Party Utilities to Enhance Accessibility

A wide variety of third-party hardware and software products are available to make personal computers easier to use for people with disabilities. Among the different types of products available for the MS-DOS, Microsoft Windows, and Microsoft Windows NT operating systems are:

- Programs that enlarge or alter the color of information on the screen for people with visual impairments.
- Programs that describe information on the screen in Braille or synthesized speech for people who are blind or have difficulty reading.
- Hardware and software utilities that modify the behavior of the mouse and keyboard.
- Programs that enable users to "type" using a mouse or their voice.
- Word or phrase prediction software that allows one to type more quickly and with fewer keystrokes.
- Alternate input devices, such as single switch or puff-and-sip devices, for those who cannot use a mouse or a keyboard.

For more information about obtaining third-party utilities, see [Other Products and Services for People with Disabilities](#) [moreinfo](#).

Microsoft Documentation in Alternative Formats

In addition to the standard forms of documentation, many Microsoft products are also available in other formats to make them more accessible.

Many of the Internet Explorer documents are also available as online Help, online user's guides, or on a CD that comes with the package.

If you have difficulty reading or handling printed documentation, you can obtain many Microsoft publications from Recording for the Blind & Dyslexic, Inc. Recording for the Blind & Dyslexic distributes these documents to registered, eligible members of their distribution service, either on audio cassettes or on floppy disks. The Recording for the Blind & Dyslexic collection contains more than 80,000 titles, including Microsoft product documentation and books from Microsoft Press. For information about eligibility and availability of Microsoft product documentation and books from Microsoft Press, contact Recording for the Blind & Dyslexic at the following address or phone numbers:

Recording for the Blind & Dyslexic, Inc.

20 Roszel Road

Princeton, NJ 08540

Phone: (609) 452-0606

Fax: (609) 987-8116

World Wide Web: <http://www.rfbid.org/>

You can also download many of these books from the Microsoft Web site <http://microsoft.com/enable/>.

Customizing Microsoft Windows, Windows NT, and Windows 95

There are many ways you can customize your operating system to make your computer more accessible.

- Beginning with Windows 95, accessibility features are built in to Windows and Windows NT. These features are useful for individuals who have difficulty typing or using a mouse, have moderately impaired vision, or who are deaf or hard-of-hearing. The features can be installed during setup, or you can add them later from your Windows 95 installation disks. Look up “accessibility” in the Windows Help Index for information about installing and using these features.
- You can also use Control Panel and other built-in features to adjust the appearance and behavior of Windows or Windows NT to suit varying vision and motor abilities. These include adjusting colors and sizes, sound volume, and the behavior of the mouse and keyboard.
- Many of the features that make Windows 95 more accessible can be added to Windows NT, earlier versions of Microsoft Windows, and MS-DOS, through Access Packs. You can download these files by modem or you can order them on disks from Microsoft.
- Dvorak keyboard layouts make the most frequently typed characters on a keyboard more accessible if you have difficulty using the standard QWERTY layout. There are three Dvorak layouts: one if you are a two-handed user, one if you type with your left hand only, and one if you type with your right hand only. You do not need to purchase any special equipment to use these features.

The specific features available, and whether they are built-in or must be obtained separately, depend on which operating system you are using.

For full documentation on the accessibility features available in the operating system you are using, obtain the appropriate application notes listed below. Accessibility features are also documented in the *Microsoft Windows 95 Resource Kit* and the *Microsoft Windows NT Resource Kit*.

Accessibility Notes and Utilities to Download or Order

You can obtain these files by downloading them with your modem, or you can order them on disks by phone. Specific instructions for downloading and ordering these files immediately follows this list of files.

For this	You need
Customizing Microsoft Windows NT 4.0 for individuals with disabilities	WW1279.doc
Customizing Microsoft Windows 95 for individuals with disabilities	WW1062.exe
Customizing Microsoft Windows NT 3.1 and 3.5 for individuals with disabilities (includes Access Pack for Microsoft Windows NT, which provides features for people who have difficulty using a keyboard or mouse, or who are deaf or hard-of-hearing)	WN0789.exe
Customizing Microsoft Windows for Workgroups 3.1 for individuals with disabilities	WG0788.txt
Customizing Microsoft Windows 3.1 for individuals with disabilities	WW0787.txt
Customizing Microsoft Windows 3.0 for individuals with disabilities	WW0786.txt
Access Pack for Microsoft Windows 3.0 and 3.1, which provides features for people who have difficulty using a keyboard or mouse, or who are deaf or hard-of-hearing	ACCP.exe
Dvorak keyboard layouts for people who type with one hand (already included in Windows NT version 3.5)	GA0650.exe

and later)

To download the files by modem

If you have a modem, you can download the accessibility files from the following network services:

- Microsoft World Wide Web site, <http://microsoft.com/enable>. Choose Microsoft Products from the navigation bar on the left, and then choose the appropriate product or platform.
- Microsoft Internet server at <ftp.microsoft.com>, in /softlib/mslfiles
- MSN, the Microsoft Network online service.
- CompuServe: type **GO MSL**.
- GEnie.
- Microsoft Download Service (MSDL), which you can reach by calling (425) 936-6735 any time except between 1:00 A.M. and 2:30 A.M. Pacific time.
MSDL supports 1200, 2400, 9600, or 14400 baud rates (V.22bis, V.32, V.32bis and V.42), with 8 data bits, no parity, and 1 stop bit. MSDL does not support 28800 or ISDN connections.
- Various user-group bulletin boards (such as the bulletin-board services on the Association of PC User Groups network)

Ordering the Accessibility Files by Phone

If you do not have a modem, within the United States you can order the accessibility files on disks by calling Microsoft Sales Information Center at (800) 426-9400 (voice) or (800) 892-5234 (text telephone) between 6:30 A.M. and 5:30 P.M. Pacific time.

In Canada, you can call (905) 568-3503 (voice) or (905) 568-9641 (text telephone).

Other Products and Services for People with Disabilities

In addition to the features and resources already described in this Help file, other products, services, and resources are available from Microsoft and other organizations.

Microsoft Products and Services for People with Disabilities

For more information for people with disabilities, contact:

Microsoft Sales Information Center
One Microsoft Way
Redmond, WA 98052-6393

World Wide Web: <http://microsoft.com/enable/>

Voice telephone: (800) 426-9400

Text telephone: (800) 892-5234

Macintosh Disability Solutions

For more information on products and services for the Macintosh for people with disabilities, contact Apple Worldwide Disability Solutions Group at (408) 974-7910 (voice) or (408) 974-7911 (text telephone).

Computer Products for People with Disabilities

Microsoft provides a catalog of accessibility aids that can be used with the Windows and Windows NT operating systems. You can obtain this catalog from our Web site or by phone. Please see the section on Microsoft Products and Services for People with Disabilities, earlier on this page.

The Trace R&D Center at the University of Wisconsin-Madison publishes a database of more than 18,000 products and other information for people with disabilities. The database is available on their site on the World Wide Web. The database is also available on a compact disc, titled CO-NET CD, that is issued twice a year. The Trace R&D Center also publishes a book, titled Trace ResourceBook, that provides descriptions and photographs of about 2,000 products. To obtain these directories, contact:

Trace R&D Center
University of Wisconsin
S-151 Waisman Center
1500 Highland Avenue
Madison, WI 53705-2280

World Wide Web: <http://trace.wisc.edu/>

Fax: (608) 262-8848

Information and Referrals for People with Disabilities

Computers and other assistive devices can help persons with disabilities to overcome a variety of barriers. For general information and recommendations on how computers can help you with your specific needs, you should consult a trained evaluator. For information about locating programs or services in your area that may be able to help you, please contact:

National Information System
University of South Carolina
Columbia, SC 29208

Voice/text telephone: (803) 777-1782

Fax: (803) 777-9557

Keyboard shortcuts in NetMeeting

You can use shortcuts to navigate in NetMeeting and to place calls.

To do this	Press this
Place a call	CTRL+N
Send a file	CTRL+F
Start the Whiteboard	CTRL+W
Start Chat	CTRL+T
Toggle among the Directory , SpeedDial , Current Call , and History lists	CTRL+TAB
Refresh the Directory or SpeedDial list	F5
Stop loading the Directory list	CTRL+L
Open the folder list	CTRL+D
Toggle between the Audio toolbar and the main window, and if open, the folder list	F6
Select check boxes (such as the microphone and speaker check boxes on the Audio toolbar)	SPACEBAR
Take control of a shared application	Any key
Stop the collaboration of a person you are sharing an application with	ESC
When application sharing, toggle between open windows	ALT+TAB

NetMeeting Troubleshooter

This troubleshooter helps you identify and solve problems with using Microsoft NetMeeting. Just click to answer the questions, and then try the suggested steps to fix the problem.

What's wrong?


- Other people in the meeting say that part or all of my shared application window appears with a crosshatch pattern.
- Another person shared an application, and I can't save or print a file in it.
- NetMeeting connects to the wrong service provider.
- I'm having trouble using the audio features.
- There's a caution symbol on the **ICA** icon in my taskbar.

Connect to the ISP before starting NetMeeting

NetMeeting connects to your Internet service provider (ISP) so that it can connect to the directory server. If you have an account with more than one ISP, and you want NetMeeting to connect to a different one, connect to that ISP before starting NetMeeting.

Note

▪ If you have Microsoft Internet Explorer installed, NetMeeting connects to the ISP that that you specified in the Internet properties in Control Panel.

▪  [Click here to close the troubleshooter.](#)

▪ [Click here to return to the beginning of the troubleshooter.](#)

What's wrong?

- Another person in the meeting is talking, but I can't hear them speak.
- I can hear others in the meeting, but I don't think I'm being heard.
- People in the meeting can't hear the beginnings of my sentences.
- NetMeeting keeps cutting out sections of my sentences.
- People in the meeting say my voice sounds distorted.
- Each time I change an audio setting, the sound gets worse.

Make sure your microphone is connected to the computer

If your microphone connection is loose, you might have intermittent problems being heard.

Did this fix the problem?

- Yes. Click here to close the troubleshooter.
- No. What else could be wrong?

Check the microphone sensitivity setting

- Click the **Tools** menu, click **Options**, and then click the **Audio** tab.

Which option is selected?

- Adjust sensitivity automatically
- Let me adjust sensitivity myself

Try to adjust sensitivity yourself

- Click **Let me adjust sensitivity myself**. To increase sensitivity, drag the slider to the right.

Note

- When you increase microphone sensitivity, NetMeeting becomes less likely to drop parts of your sentences. However, if the sensitivity is too high, your voice might sound distorted, or your computer might sometimes send sound when you aren't speaking. If this happens, drag the slider to the left.

Did this fix the problem?

- Yes. Click here to close the troubleshooter.
- No. What else could be wrong?

Increase the microphone's sensitivity

- To increase sensitivity, drag the slider to the right.

Note

- When you increase microphone sensitivity, NetMeeting becomes less likely to drop parts of your sentences. However, if the sensitivity is too high, your voice might sound distorted, or your computer might sometimes send sound when you aren't speaking. If this happens, drag the slider to the left.

Did this fix the problem?

- Yes. Click here to close the troubleshooter.
- No. What else could be wrong?

Let NetMeeting adjust sensitivity automatically

- Click **Adjust sensitivity automatically**.

Did this fix the problem?

- Yes. Click here to close the troubleshooter.
- No. What else could be wrong?

File operations only work on the computer sharing the application

File menu commands, such as **Save** and **Print**, work only on the computer from which the application is shared. When you click **Save**, you are saving the file to that computer and not your own. If you want a copy of the document you're working on, ask the person sharing the application to send you a copy of the file, or copy the document contents to a file on your computer.

- [OK. Click here to close the troubleshooter.](#)
- [Click here to return to the beginning of the troubleshooter.](#)

{button ,AL("a-conf-file-transfer")} Related Topic

Make sure no windows are covering your shared application

- Quit programs you are not using.
- Minimize other windows on your desktop.
- OK. Click here to close the troubleshooter.
- Click here to return to the beginning of the troubleshooter.

Are there more than two people in the meeting?

- Yes.
- No.

Only two people can use audio at once

You cannot talk to more than one person at a time. To hear another person speak, you might have to switch your audio and video connection to that person. On the **Tools** menu, click **Switch Audio and Video**, and then click the name of the person you want to talk to. Anyone in the meeting who already has an audio-video connection to someone else will not be available for you to switch to.

- OK. Click here to close the troubleshooter.
- Click here to return to the beginning of the troubleshooter.
- I was able to hear this person earlier in the meeting, but now I cannot. What else could be wrong?

Check the volume settings for your speaker

Your speaker volume might be too low, or your speakers might be muted.

- On the **Audio** toolbar, make sure the speaker check box is selected, and then drag the speaker volume slider further to the right.

Did this solve the problem?

- [Yes. Click here to close the troubleshooter.](#)
- [No, I'm still having trouble.](#)

Check the volume settings for your microphone

Your microphone volume might be too low, or your microphone might be muted.

- On the **Audio** toolbar, make sure the microphone check box is selected, and then drag the microphone volume slider further to the right.

Did this solve the problem?

- [Yes. Click here to close the troubleshooter.](#)
- [No, I'm still having trouble.](#)

Check your computer settings

There might be a problem with your computer's speakers. Make sure that they are connected to your computer correctly, that they are turned on (if necessary), and that there are no hardware conflicts. To check for hardware conflicts, look up "Hardware Conflict Troubleshooter" in the Windows Help Index.

Did this solve the problem?

- [Yes. Click here to close the troubleshooter.](#)
- [No, I'm still having trouble.](#)

Check your computer settings

There might be a problem with your computer's microphone. Make sure it is connected to your computer correctly, it is turned on (if necessary), and there are no hardware conflicts. To check for hardware conflicts, look up "Hardware Conflict Troubleshooter" in the Windows Help Index.

Did this solve the problem?

- [Yes. Click here to close the troubleshooter.](#)
- [No, I'm still having trouble.](#)

Move away from the microphone

You might be speaking too close to the microphone. This can cause distortion.

Did this solve the problem?

- [Yes. Click here to close the troubleshooter.](#)
- [No, I'm still having trouble.](#)

Check the auto-gain setting

1 On the **Tools** menu, click **Options**.

2 On the **Audio** tab, see whether the **Enable auto-gain control** check box is selected.

Automatic gain automatically increases the microphone volume when you speak softly and decreases it when you speak loudly. This makes it sound as though you are speaking at a constant volume.

Is the check box selected?

- Yes.
- No.
- It appears dimmed.

Disable automatic gain

- Clear the **Enable Auto-gain control** check box.

Did this solve the problem?

- [Yes. Click here to close the troubleshooter.](#)
- [No, I'm still having trouble.](#)

Enable automatic gain

- Select the **Enable Auto-gain control** check box.

Did this solve the problem?

- [Yes. Click here to close the troubleshooter.](#)
- [No, I'm still having trouble.](#)

Check the microphone sensitivity setting

- On the **Tools** menu, click **Options**, and then click the **Audio** tab.

Which option is selected?

- Adjust sensitivity automatically
- Let me adjust sensitivity myself

Try to adjust sensitivity yourself

- Click **Let me adjust sensitivity myself**. To decrease sensitivity, drag the slider to the left.

Note

- When you decrease microphone sensitivity, your voice is less likely to be distorted. However, if the sensitivity is too low, parts of your sentences might not be transmitted. If this happens, move the slider to the right.

Did this fix the problem?

- Yes. Click here to close the troubleshooter.
- No. What else could be wrong?

Decrease the microphone's sensitivity

- To increase sensitivity, drag the slider to the left.

Note

- When you decrease microphone sensitivity, your voice is less likely to be distorted. However, if the sensitivity is too low, parts of your sentences might not be transmitted. If this happens, move the slider to the right.

Did this fix the problem?

- [Yes. Click here to close the troubleshooter.](#)
- [No. What else could be wrong?](#)

Run the Audio Tuning wizard again

- 1 Hang up from the meeting, if you haven't already.
- 2 On the **Tools** menu, click **Audio Tuning Wizard**.
- 3 Follow the instructions on the screen.

If the wizard does not solve the problem, you've run into a problem that the NetMeeting Troubleshooter can't help you solve.

- [Click here to close the troubleshooter.](#)
- [Click here to return to the beginning of the troubleshooter.](#)

Open the Intel Connection Advisor

- Double-click the **Intel Connection Advisor** icon next to the **NetMeeting** icon in the status area of the taskbar, and use it to troubleshoot the problems you are having, particularly audio and video problems.

Next steps

You've encountered a problem that the NetMeeting Troubleshooter can't help you solve.

If you are experiencing problems with your microphone, make sure it is fully connected to your computer, and then record yourself speaking into the microphone by using the Sound Recorder program that comes with Microsoft Windows. If the same problems occur in the recording, then the problem might be with your microphone or your sound card.

For more information to help you solve the problem, consult the documentation for your microphone and sound card.

- [Click here to close the troubleshooter.](#)

Provides a space for you to type a password for this meeting.

Closes this dialog box and saves any changes you have made.

Closes this dialog box and places the call with the settings you specified.

Closes this dialog box without saving any changes you have made.

Specifies the type of connection you are using to make your call: a network using the TCP/IP protocol, a directory server, or **Automatic**, which lets NetMeeting determine the type of connection based on the address you enter.

Provides a space for you to identify the computer you are calling.

- For a directory server, type the *directory server name / e-mail name* —for example, **ils.microsoft.com/sallymb**. If you are logged on to the same server as the person you are calling, you need to type only the e-mail name.
- For a TCP/IP protocol over a LAN or the Internet, type either the name a person uses in the directory server, the computer name, or its IP address.
- For **Automatic**, type the directory address (*server name / e-mail name*), the computer name, or its IP address.

Specifies whether to call a conferencing service, and provides a space for you to type the name of the meeting you want to join.

The names of some conference bridges (servers) are case-sensitive, so when you place the call, be sure to type the meeting name with the same capitalization as it has on the bridge.

If you leave this box blank, NetMeeting displays a list of meetings available from the selected server.

Provides a space for you to type the name of the meeting you want to join.

Lists the meetings available on the conferencing service provider.

Specifies how messages appear in the Chat window.

Specifies the information that appears with the message.

Inserts a new page before the current one.

Inserts a new page after the current one.

Deletes the current page.

Closes the Page Sorter.

Closes the Page Sorter and displays the selected page.

Help is available for each item in this dialog box. Click  at the top of the dialog box, and then click the specific item you want information about.

Help is available for each item in this group. Click  at the top of the dialog box, and then click the specific item you want information about.

Specifies whether this call will use audio features of NetMeeting, data features (such as application sharing, Chat, and Whiteboard), or both audio and data features.

Displays the name of the meeting you are joining.

Click this to start the Audio Tuning wizard.

Specifies a computer that provides the directory server. When you start NetMeeting, you connect to this computer.

Determines whether all NetMeeting calls to your computer are automatically accepted. If this check box is not selected, NetMeeting asks you as each call comes in whether to accept it.

Specifies whether you will be notified when someone tries to call you by using NetMeeting. If this check box is selected, you will be notified even if NetMeeting is not running.

Specifies whether NetMeeting automatically sets the level of compression based on the speed of the connection.

Specifies that you want to manually configure the order of compression settings. NetMeeting audio tries each codec in the order shown in the list to find a match with one on your caller's system.

[Click this to specify compression settings.](#)

Specifies the speed of your connection.

Specifies whether your sound card works in full-duplex or half-duplex mode.

In full-duplex mode, your sound card can send and receive audio information at the same time, so you can talk while hearing others in the meeting talking. In half-duplex mode, your sound card can send or receive information, but not at the same time.

If this option appears dimmed, then your sound card does not support full-duplex mode. For information, see the documentation for your sound card.

Specifies when the NetMeeting controls appear as part of the taskbar.

Specifies the folder on your computer where you want to save files that are sent to you during a meeting.

Click this to designate a different location on your computer for your Received Files folder.

Displays a list of protocols that NetMeeting can use.

Displays the properties of the selected protocol.

Displays information about the selected protocol.

Specifies whether you want the information you have provided to be listed and available to other people on the directory server.

Specifies whether NetMeeting adjusts the sensitivity of your microphone automatically. This is useful if you are using NetMeeting in a location where the background noise increases and decreases often.

Specifies whether you adjust the sensitivity of your microphone yourself.

To increase the sensitivity of your microphone, click this option, and then drag the slider to the right.

To decrease the sensitivity of your microphone, click this option, and then drag the slider to the left.

Specifies whether to modulate microphone volume.

The auto-gain control automatically increases the microphone volume when you speak softly and decreases it when you speak loudly, making it seem as if you are speaking at a constant volume. This works best if you are in a location with very little background noise. Excessive background noise when auto-gain control is enabled may cause the microphone volume to decrease as the background noise increases, even though you are talking at a constant volume.

Click this to specify how the call will be dialed. This is useful if you want to charge the call to a calling card, use your computer from different locations, or add a dialing prefix, country code, or area code automatically.

Specifies the number of times your telephone rings before your modem answers incoming calls.

Specifies whether your modem answers incoming calls.

Displays your current location entry. To edit a location entry, click **Dialing Properties**.

Lists the modems set up to work with your computer.

Click this to display information about your modem.

Moves an item higher in the list.

Moves an item lower in the list.

Click this to return the list of codecs to the order they were in when you installed NetMeeting.

Lists the audio compression codecs available on your computer that NetMeeting can use.

An audio compression codec converts a sound into a form that can be transmitted over the Internet to the computer you are calling. It is recommended that you use the default settings.

Displays an application that someone in your NetMeeting meeting has shared.

The person who has shared this application is using Work-Alone mode. You cannot take control of this application.

Displays an application that someone in your NetMeeting meeting has shared and is allowing you to collaborate in.

You can take control of this application by double-clicking this window.

Click this to set video-capture card properties. This dialog box is provided by your video-capture card manufacturer. If this button is not available, you need to make sure you are previewing a video image in the **My Video** window first. Then you can adjust the image in the window by changing the settings in this dialog box.

Click this to set video-capture card properties. This dialog box is available only if the **Source** dialog box provided by the video-capture card manufacturer is incomplete or missing. These settings are rarely needed.


Specifies the size of the video image you are sending.

Specifies the amount of compression used and the frame rate in the image received.

High uses less compression and fewer frames. The video quality will be higher, but the motion will be slower (you may lose frames).


Low uses more compression and more frames. The video motion will be faster, but the quality of the picture will be lower.

Help is available for each item in this group. Click  at the top of the dialog box, and then click the specific item you want information about.

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Help is available for each item in this group. Click  at the top of the dialog box, and then click the specific item you want information about.

Provides a place for you to type the address of the H.323 gateway server that NetMeeting will use to place your telephone call. For more information, see your network administrator.

Specifies whether NetMeeting places your call using an H.323 gateway.

An H.323 gateway allows you to call a telephone directly to talk to someone over the Internet.

Provides a space for you to identify the computer you are calling.

- For a directory server, type the *directory server name / e-mail name*—for example, **ils.microsoft.com/sallym**. If you are logged on to the same server as the person you are calling, you need to type only the e-mail name.
- For a TCP/IP protocol over a LAN or the Internet, type either the name a person uses in the directory server, the computer name, or its IP address.
- For **Automatic**, type the directory address (*server name / e-mail name*), the computer name, or its IP address.

Specifies the type of connection you are using to make your call: a network using the TCP/IP protocol, a directory server, or **Automatic**, which lets NetMeeting determine the type of connection based on the address you enter.

Specifies to create a SpeedDial for the selected address and save it on your desktop for easy reference or transmittal.

Specifies to open an e-mail message containing the selected address, which you can address and send to someone.

Specifies to add the selected address to your SpeedDial list.

Help is available for each item in this group. Click  at the top of the dialog box, and then click the specific item you want information about.

Help is available for each item in this group. Click  at the top of the dialog box, and then click the specific item you want information about.

Help is available for each item in this group. Click  at the top of the dialog box, and then click the specific item you want information about.

Specifies that you want to decide each time you accept a call whether to add that caller to your SpeedDial list.

Specifies that you want each caller automatically added to your SpeedDial list.

Specifies that you do not want the people who call you automatically added to your SpeedDial list.

Specifies whether you want your SpeedDial list to be updated automatically when you start NetMeeting.

Specifies whether you want your SpeedDial list to be updated at the specified interval.

Provides a place for you to enter the interval at which you want your SpeedDial list updated.

Specifies whether to limit the total number of SpeedDials you can add to the SpeedDial list.

Provides a place for you to enter the highest number of the entries you want to allow in your SpeedDial list.

Help is available for each item in this group. Click  at the top of the dialog box, and then click the specific item you want information about.

Specifies whether NetMeeting is the collaboration program that starts when you receive a call. (This is only an issue if you have more than one collaboration program on your computer.)

Specifies whether to display the **SpeedDial** tab when NetMeeting starts, rather than the **Directory** tab. If you have no entries in your SpeedDial list, the **Directory** tab will open even if this box is selected.

Help is available for each item in this group. Click  at the top of the dialog box, and then click the specific item you want information about.

Click this to view the Received Files folder. When somebody sends you a file by using NetMeeting, this folder is where the files will go. You can change it by clicking the **Change Folder** button.

Provides a place for you to type the name of your city and state.

Provides a place for you to type any relevant comments about yourself.

Specifies the name of your country.

Provides a place for you to type your e-mail address.

Provides a place for you to type your first name.

Provides a place for you to type your last name.

Help is available for each item in this group. Click  at the top of the dialog box, and then click the specific item you want information about.

Specifies whether to automatically receive the video image of your caller at the start of a call.

If this box is not selected, you can receive video manually by clicking the button at the bottom of the Remote Video window.

Specifies whether to automatically send your video image at the start of each call.

If this box is not selected, you can send video manually by clicking the button at the bottom of the My Video window.

Help is available for each item in this group. Click  at the top of the dialog box, and then click the specific item you want information about.

Help is available for each item in this group. Click  at the top of the dialog box, and then click the specific item you want information about.

Specifies the way you categorize your NetMeeting usage for the directory server. Click this if you primarily use NetMeeting for business.

Specifies the way you categorize your NetMeeting usage for the directory server. Click this if you primarily use NetMeeting for personal, family, or leisure purposes.

Specifies the way you categorize your NetMeeting usage for the directory server.

Help is available for each item in this group. Click  at the top of the dialog box, and then click the specific item you want information about.

Specifies whether to display the directory server when NetMeeting starts. You can be logged on to a directory server without displaying the list of everyone else on the directory server.

Specifies whether to display the **Intel Connection Advisor** icon on the taskbar.

Intel Connection Advisor monitors activities that affect your calls and provides you with information about your system's performance.

Lists the video-capture card(s) that were detected when you installed NetMeeting. If you have more than one video-capture card installed, you can click it in the list to change video-capture devices here.

Provides a space for you to type the required password to attend the selected meeting. To get the password, contact the meeting organizer.

Specifies how long NetMeeting waits for you to answer an incoming call.

Specifies the port that the null-modem cable is connected to.

Click this to specify the settings you want for the selected port.

Displays the list of names for the directory you have selected. As you type, the list will scroll to the name that best matches what you type.

Specifies the directory or list displayed below from which you can choose someone to call.

Lists the names and addresses of the people in the directory or list specified in **Directory**. You can double-click a name in the list to place a call.

- Allows you to place a call directly by typing the name or address of the computer you are calling.
- For a TCP/IP protocol over a LAN or the Internet, type either the name a person uses in the directory server, the computer name, or its IP address.
 - For a directory server, type the *directory server name / e-mail name* —for example, **ils.microsoft.com/sallymb**. If you are logged on to the same server as the person you are calling, you need to type only the e-mail name.

Closes this dialog box and places the call to the person you specified.

Specifies the category of user you have defined yourself as.

